

Surgery Opening Hours

Monday to Thursday	07:30 - 20:00
Friday	07:30 - 18:30
Saturday	08.00 – 12.00
Sunday & Bank Holidays	Closed

Contacting Central Surgery

Telephones	Mon - Fri	020 8399 6622	08:00 – 18:30
Telephones	Saturday		08:00 – 12.00
Telephone Options		1	Reception and make appointments
		2	Cancel appointments
		3	Neurology enquiries
Email	kinccg.centralsurgery@nhs.net		
Website	www.centralsurgerysurbiton.co.uk		
Out of Hours Service and Advice 24 hours a day, 7 days a week Tel 111			

If you telephone the surgery outside normal working hours, you will hear a recorded message directing you to the Out of Hours service.

Out of Hours services are provided by **SLDUC**.

Their telephone number is **111**. All calls to this service will be recorded.

Online Services

Central Surgery has an online booking system where you can book your own appointments, view test results and order repeat prescriptions. Please sign up at Reception. Photo identification will be required to access this.

Disabled Patients

- The Surgery premises are DDA compliant; disabled parking spaces, step free access and toilets adapted.
- There are wheelchairs for use within the building.
- A portable induction loop is available for hearing aid users.
- Signing interpreters can be arranged when necessary.
- Hearing and Guide dogs are welcome.
- If you would like a large print version of this leaflet, please ask at our Reception.

Welcome to Central Surgery

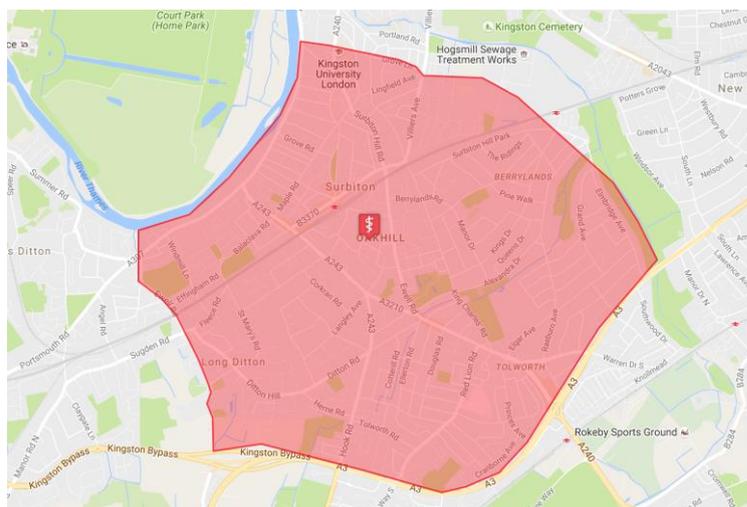
Central Surgery is dedicated to providing high quality care that is tailored to you and meets your needs and preferences. We will treat you with respect and dignity at all times. We will not discriminate against you on the grounds of sex, race, colour, religious beliefs, age, sexual orientation, social class, appearance, disability or medical condition. The Team will endeavor to alleviate your health concerns and give you any support you need to help you remain independent and involved in your local community.

Registration at the Surgery

The Practice welcomes new patients to register provided that they live within the catchment area outlined on the map below. More details can also be found at www.centralsurgerysurbiton.co.uk

To register applicants should complete a GMS1 form and a health questionnaire, obtained from our reception desk or downloaded from the website. The completed forms should be presented at the reception desk along with evidence of identity and proof of address. New patients are invited to attend a New Patient Check with one of our clinicians. When registering a child, please bring the Personal Child Health Record “Red Book.”

Practice Catchment Area



Central Surgery

Surbiton Health Centre, Ewell Road, Surbiton, KT6 6EZ

Telephone: 020 8399 6622

Website: www.centralsurgerysurbiton.co.uk

Email: kinccg.centralsurgery@nhs.net

The Central Team – GPs

GP Partners	<p>Dr Philip D. Moore (Male) MBChB (1975), DA, DRCOG, GP Trainer</p> <p>Dr Jonathan M. Edwards (Male) MBChB (1982), MRCP, DRCOG, Dip Med Ac, GP Trainer</p> <p>Dr Nassif S. N. Mansour (Male) MBBS (1988), FRCGP, MRCP (UK), DGM, DRCOG, DFFP, GP Trainer</p> <p>Dr Suma Suriar (Female) MBBS (1979), MRCP, DCH, MRCS, Dip Family Planning</p>
Associate GPs	<p>Dr Niloufer Byramji (Female) MBBS (1986), MRCP, DFRH, Certificate in Essential Palliative Care</p> <p>Dr Carina Salazar (Female) MBChB (1993), DFFP</p> <p>Dr Dominic Naidoo (Male) MBChB (1994), DPEC (SA), nMRCP, DGM</p> <p>Dr Meera Gowripalann (Female) MBBS (1999), MRCPCH Feb, DRCOG, DFRH, nMRCP,</p> <p>Dr Shwetha Nathan (Female) MBBS 2009, MRCP 2014, DFRH 2014. Coil and Implant trained 2014</p> <p>Dr Kheelna Bavalia (Female) MBBS (1997)</p> <p>Dr Christine Satkunanayagam (Female) MBBS (2005), MRCP, DFRH (2017), IoC IUT, LoC SDI</p> <p>Dr Marwan Matti (Male) MBChB (2004), MRCP (2018)</p> <p>Dr Atish Manek Matti (Male) MBBS (2005), BSC (2002), DRCOG (2008), MRCP(2010)</p>
GP Registrar	<p>Dr Vidhiyaa Sivajee (Female)</p> <p>Dr Sarah Mehdi (Female)</p>

Home Visits

The decision to provide a visit at home is at the discretion of the doctor.

They are only intended for genuinely housebound patients or for patients whose current illness makes them unfit to attend the surgery.

Lack of transport is not considered a reason to request a home visit.

Patients requesting a home visit should contact the surgery before 10am.

Complaints, Suggestions and Feedback

We aim to deliver excellent patient care. You may feel that we have let you down or could improve our service or that we have surpassed your expectations so please let us know.

All feedback is welcomed to give our patients and associates an excellent service.

If you have any comments, complaints or compliments; please refer them to our Reception Team Leader, Assistant Practice Manager or Practice Manager. They can accept your comments either verbally or in writing, whichever is your preference. If you are commenting on behalf of another person, you will need to furnish us with their written consent to discuss the matter with you.

You can also give anonymous feedback by completing the **Friends and Family Questionnaire** available on our website or from the reception desk or by visiting the NHS Choices website at www.nhs.uk

Patient Responsibilities and Behaviour

Patients are expected to act responsibly in their use of the surgery and ensure that they attend appointments or cancel well in advance.

All staff members are entitled to work in a respectful and peaceful environment. Abusive or aggressive behaviour will not be tolerated. Patients who abuse the surgery or staff may be involuntarily deregistered.

Private Fees

Private medicals and reports (travel, HGV/Taxi driver or similar) are not provided as part of the NHS Service. A private fee will be charged.

Details can be found on the website or on the Practice's noticeboard. Payment must be made by **cash or cheque** at the time the request is made. At present we are unable to accept credit or debit card payments.

Private letters that are not clinically urgent may take up to 20 working days to process.

Contract and Legal

Central Surgery is a non-limited partnership which holds a Personal Medical Services Contract with NHS England. The full range of services is available to all registered patients regardless of their age or length of time between consultations or from the date of their registration.

Central Surgery's Services

In addition to routine appointments with GPs and Nurses we provide a wide range of additional services:-

- Acupuncture
- Asthma and COPD Care
- Cardio-vascular risk assessment and management
- Care of the Elderly
- Caring for Carers
- Child Development Checks
- Dementia Care
- Diabetic Checks
- Family Planning
- Headaches and Neurological Disorders
- Health Promotion
- Midwifery Clinic
- Minor Surgery
- NHS Health Checks
- Phlebotomy (blood taking)
- Sexual Health Services
- Travel Vaccinations
- Immunisations

Access to these services is usually by referral from a GP or Nurse Practitioner. Should you have any general questions about these services, please ask at the Reception desk.

The Wider NHS

Services at Central Surgery are commissioned by NHS England, Southside, 105 Victoria Street, London, SW1E 6QT Tel: 020 7932 3700

Central Surgery is part of the Kingston Clinical Commissioning Group and works collaboratively with other practices in Kingston. Our GPs play a leading role in planning and developing services for the residents of Kingston, commissioning hospital, community and specialist services. Dr Phil Moore, our Senior Partner, is Vice Chair of the CCG and other doctors from the Practice also work as part of this leadership group.

Confidentiality

Patient health records are maintained in accordance with the Data Protection Act 1988. Access to this information is limited to your healthcare team.

All staff are contractually bound to a strict code of confidentiality and the practice is registered under the Data Protection Act 1988, and is guided by 'Caldicott' recommendations.

Anybody who wishes to access their medical record should make a request in writing to the Surgery.

There is a charge for providing copies of medical records.

Central Nursing Team

<p>Practice Nurses</p>	<p>Caroline Shannon RN, BSc (Hons), PG Cert, PG Dip Specialist Practitioner - Practice Nursing Heart Failure and COPD, Independent Nurse Prescriber</p> <p>Sue Kingsley Registered General Nurse (1986)</p> <p>Jane Fairman Registered General Nurse</p> <p>Janet Dashti Registered General Nurse (2005)</p> <p>Carole Middleton Registered General Nurse (1981) and RSCN (1984)</p>
<p>Health Care Assistants</p>	<p>Christine Payne Diploma in Health and Social Care Level 2 (2012) Phlebotomy (2003), Key Skills in Numeracy and Communication (2012)</p> <p>Tracey Green Diploma in Health and social care level 2 (2012), Phlebotomy (2003), Key skills in numeracy and communication (2012)</p> <p>Vicky Thorpe</p>
<p>Clinical Pharmacist</p>	<p>Mrs Chaandni Sharma Master of Pharmacy MPharm (2010) Postgraduate Certificate in Independent Prescribing (2018)</p>

➤ **District Nurses, Health Visitors and Midwives**

District Nurses - **020 8274 7088**
Health Visitors - **020 8274 7719**
Midwives - **020 8934 3863**

Central Management and Administration Team

Practice Manager

Ms Kerry Essop

Assistant Practice Manager

Ms Megna Persand

Reception Team Leader

Ms Iuliana Tulbea

Amanda Penny

Receptionist/Administrator

Maya Tsoar

Receptionist/Administrator

Amy Gossington

Receptionist/Administrator

Tracy Patterson

Receptionist/Administrator

Deborah Lucy

Receptionist/Administrator

Santi Pokar

Receptionist/Administrator

Deven-Rae Hickman

Receptionist/Administrator

Banujah Sritharan

Administrator

Elle Brown

Receptionist/Administrator

Karen McLaughlin

Administrator

Georgia Griffiths

Receptionist/Administrator

Lauren Jury

Administrator

Gosia Lindsay

Receptionist/Administrator

Sioux Healey

Administrator

Jackie Williams

Receptionist/Administrator

Karla Gomez

Receptionist/Administrator

Central Surgery is a teaching practice. We have GP Registrars and Retainers (qualified doctors undertaking further training in General Practice), medical and nursing students working in the Practice. You may be asked if one of these students can sit in on your consultation. We will always ask your consent first.

Appointments

Appointments are provided Monday to Thursday from 07:30 to 19:50 and 07:30 to 17:50 on Fridays. The surgery is open on Saturday from 08.00 to 12.00.

You can book appointments with a doctor or nurse of your choice for up to 4 weeks ahead. If you need to be seen urgently, a doctor will return your call on the same day. If they feel it is of a medical nature that requires you to be seen in the surgery, they will offer you an emergency appointment.

You can book doctors' appointments online (you will need to register for our online services). Nurses and healthcare assistant appointments cannot be booked online. Telephone consultations can only be booked by phone or at the reception desk.

If you would like someone to be in attendance for any examination, we do have staff that are trained chaperones. Please let a receptionist know as practicably possible that you require this service. A doctor or nurse can also ask to have a chaperone present when undertaking examinations.

If you are unable to attend an appointment once booked, please phone **020 8399 6622**, **select option two (2)** and leave a short message on the answerphone.

You can cancel appointments using the patient online service as well as texting back 'CANCEL' to your appointment text reminders on your mobile phone.

Cancelling an appointment enables us to offer it to another patient. The Practice has a DNA Policy and if you do not comply, you will be removed from the Practice's register.

Requests for GPs and Nurses to contact patients by phone

Our clinicians are happy to speak to you by phone if a face to face consultation is not needed. You will be asked to provide a contactable number. Telephone calls cannot be put through to clinicians when they are consulting. Callback times given by the receptionist will be approximate and dependent upon clinical priorities.

Repeat Prescriptions

Patients can now request their repeat medication through their nominated pharmacy, online via the EMIS Patient Online Access service or by emailing the request to kingstonccg.centralprescriptions@nhs.net

Patients are required to order their medication in a timely manner. Please allow 48 working hours for the processing of prescription requests and note that prescription requests cannot be taken over the phone.

The Practice has a strict policy that only in exceptional circumstances, will medication requests be issued sooner.

Test Results

Results are now available online. It is important that you check for your test results a week after having samples taken or as instructed by the doctor. If you are unable to access your results online, you can contact the surgery from 14:00pm.